

Progress Report on Key Legislation and Sunset Issues

Implemented

- ✓ Finalized new DCS contracts to improve services and enhance transparency
- ✓ Strengthened Board authority to oversee DIR contracts and operations
- ✓ Established Board oversight subcommittees for major program areas
- ✓ Established and staffed an Internal Audit department
- ✓ Finalized membership of Customer Advisory Committee to enhance customer involvement
- ✓ Established monetary thresholds for Board contract approvals
- ✓ Created cybersecurity council comprised of higher education, military, and commerce to establish Texas as a leader in cybersecurity
- ✓ Reduced the number of outside consultants within DIR
- ✓ Established state agency collaborations, such as the State Information Security Advisory Council
- ✓ Strengthened ethics conflict of interest provisions and trained 100% of DIR staff
- ✓ Provided significant outreach to agencies to smooth transition to Tex-AN Next Generation contracts
- ✓ Created a business action plan to improve agency operations

Underway

- ★ Finalizing DCS transition plan which includes ongoing state agency participation
- ★ Enhancing guidance to state agencies on security policies and procedures
- ★ Increasing collaborations with state agencies, including rule reviews, planning, and guidance
- ★ Formalizing procedures regarding administrative fees for current contracts, pending DCS contract
- ★ Posting reduced administrative fees on DIR website, pending DCS contract
- ★ Creating comprehensive contract management guide which will also be used to manage major outsourced contracts

Planned for FY2012

- ★ Develop a DIR policy to guide use of outside consultants
- ★ Conduct Board and staff training with new contract management guide
- ★ Conduct comprehensive independent audit of telecommunications services
- ★ Conduct internal audit of contract management policies and procedures
- ★ Revise DIR mission statement to emphasize focus on serving state agencies
- ★ Develop a service-level agreement (SLA) guide for state agencies to assist them in managing their DIR contracts

